



Customer Service Clerk

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
635	Non-Exempt	6 – Admin Support	ATU	Clerical – 10	Rev 3-11	NA	1 of 2

DEFINITION: Under close supervision, sells transit tickets and fare instruments to walk-in customers at the District’s downtown Oakland ticket-sales office; certifies and processes new, renewal, and lost Regional Transit Connection (RTC) photo identification applications; and handles cash, checks, and credit card receipts.

REPORTS TO: The Customer Services Manager, or designee.

REPRESENTATIVE FUNCTIONS include, but are not limited to:

- Responds to walk-in customer requests for transit tickets and fare instruments; and processes mail requests.
- Handles cash, checks, credit-card receipts, and fare-instrument inventory according to District policy; and balances cash drawer as directed.
- Receives, reviews, and processes new, renewal, and lost photo ID applications for the RTC. Performs outreach activities at senior- and disabled-citizen’s facilities within the District to receive applications.
- Logs-in items lost by customers on the District’s transit vehicles; maintains order in the lost-and-found storage room, and returns items to customers following District procedures.
- Attends to, and resolves complaints from walk-in customers, and refers complaints to the Lead Customer Service Clerk, or the Customer Services Manager when appropriate.
- Refers customers to printed timetables, maps, and other informational materials on lobby displays; and restocks and maintains displays, as directed.
- Delivers fare media to the District’s vendors, and maintains security of inventory en route.
- Performs related duties as required.



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MINIMUM QUALIFICATIONS:

Knowledge Of: Procedures and techniques for proper cash handling; principles and practices of good customer service; basic arithmetic; and fundamental clerical and office procedures.

Ability To: Learn, and follow District customer service policies and procedures including those applicable to ticket and pass sales; learn and effectively use new computer-based systems and programs when adopted by the District; communicate effectively in English both orally and in writing; perform arithmetical calculations; balance and reconcile discrepancies with cash-drawer, and daily sales totals including cash, checks, credit-card receipts, and fare-media inventory; maintain composure when dealing with the public in stressful situations; apply a customer service orientation when addressing and resolving complaints and other issues of concern to ticket office customers in a tactful and courteous manner; and establish and maintain effective work relationships with other District staff, supervisors, and the general public using principles of good customer service.

Education: Equivalent to graduation from the 12th grade.

Experience: One (1) year of recent verifiable experience in customer service and/or retail sales; that included cashiering duties. Bilingual or multilingual abilities are desirable and may be required for some positions.

License Requirement: Must possess and maintain a California Class C Driver License, and meet the District's driving standards.

Physical Requirements: Must maintain the physical condition necessary to perform the following on a frequent or continual basis: stand, sit, transport oneself from station to station within a customer service facility, perform simple grasping, perform fine hand and finger manipulations, lift and carry objects weighing up to 25 lbs, and perform tasks in a customer service setting operating a cash drawer, personal computer, keyboards, other peripheral equipment.

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